

Subject

**XM Re-Registration with Radio Unit Swap**

Market

USA

Service Category

Audio/Visual/Telematics

Section

Audio/Video

Applicability

2004-2014 Models with Satellite Radio

**APPLICABLE VEHICLES**

2008-2014	xD	2013	iQ EV
2004-2006, 2008-2014	xB	2005-2014	tC
2004-2006	xA	2012-2014	iQ

**CONDITION**

To receive satellite radio functions after the initial trial period has expired, the customer must enter into a contract with XM Satellite Radio Inc. After entering into a contract, registration of an 8-digit XM Radio ID is required. This 8-digit XM Radio ID is found by turning to channel "0" of the satellite radio.

When a new radio head unit is installed in a vehicle, the XM registration does not automatically transfer to the new radio unit.

Note: If the customer does not subscribe to XM services this process is not necessary.

**RECOMMENDATIONS**

Before removing the old radio, record the original XM Radio ID from channel "0" of the satellite radio.

When the radio is replaced, the new XM Radio ID must be re-registered through XM Satellite Radio Inc. The new XM Radio ID is also found on channel "0" of the new satellite radio.

Re-registration can be done by calling SiriusXM Dealer Support at 1-800-852-9696.

- Provide the old Radio ID and ask to transfer the service on this radio to the new Radio ID. Confirm with the agent that the old Radio ID has been deactivated.
- Confirm which services are being transferred (e.g. Audio only or Audio and Traffic and TravelLink.)
- Ask the SXM Dealer Support Agent to send an activation signal to the new radio and confirm the radio is working. If necessary, dealer can perform the signal refresh by entering the new Radio ID into the SiriusXM Radio Signal Refresh Website (See Linked Reference #1).

In the case that the original Radio ID is not available, the VIN may be used in place of the Radio ID to determine the account and subscription of the vehicle.

**LINK REFERENCES**

1. [SiriusXM Radio Signal Refresh Website \(www.siriusxm.com/oemrefresh\)](http://www.siriusxm.com/oemrefresh)